
Desktop Support Engineer

Responsibilities:

- Provide technical support to both in-house and remote site offices via phone & email
- Perform user account & access administration
- Maintain hardware, software installation and troubleshooting which including various software applications
- Ensure daily system and Data Backup are properly maintained
- Maintain inventory record of computer hardware
- Log all reported IT Incidents / Requests and perform troubleshooting, escalation or resolution
- After hours support and on call duty are required
- Preparation of large volume of customer's invoice
- Issue invoices to customers in a timely manner
- Answer billing enquiries and solving client's problems

Requirements:

- Diploma in Information Technology, Computer Science related disciplines or above
- 1-2 years relevant experience in Technical Support
- Familiar with Microsoft Windows, Server, Workstation OS, Microsoft Office and Windows Application
- Good knowledge of TCP/IP, Network Infrastructure, Internet, Security and Email technology
- Independent, hardworking, mature and able to work under pressure
- Self-motivated, quick response , strong problem solving and analytical skills
- Professional certificate of MCTS/MCITP/MCSE is an advantage
- Good written and spoken English and Cantonese. Mandarin would be an advantage

Working Hour:

- Monday – Friday (07:30 – 16:30 / 08:00 – 17:00 / 09:00 – 18:00 / 13:00 – 22:00)
- Alt. Saturday (09:00 – 13:00 / 13:00 – 17:00)

The remuneration package will include 5-day work, birthday leave, 5 days paternity leave, compassionate leave and 12 days annual leave, and medical benefits including medical expenses and sick leave etc.

Interested applicants, please write in with your detailed resume stating your current and expected salary to email: jobs@royaleinternational.com

All information collected will be used for recruitment purposes only.